



# Empower New Energy CASE STUDY

**How Empower New Energy deployed Zoho Desk to operationalized their  
across Africa after sales support network**

# CASE STUDY



**EMPOWER**  
**NEW ENERGY**

**EMPOWER NEW ENERGY**

# THE CLIENT

Established in 2017, Empower New Energy is a renewable energy financier and co-developer that finances, builds and owns clean power plants for commercial, industrial and agricultural energy users.

An award-winning investment platform, we're pioneering the market for impact investments in the C&I space in Africa.

Our mission is to bridge the financing gap that currently impedes the deployment of renewable energy in developing countries, with a vision of a world empowered by clean, affordable and reliable energy.

# CASE STUDY

# THE CLIENT

Website: <https://www.empowernewenergy.com/>

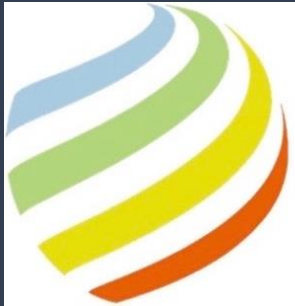
Email: [contact@empowernewenergy.com](mailto:contact@empowernewenergy.com)

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Location: 1st Floor, Block A, ABC Place, Waiyaki Way, Nairobi, Kenya

Field & Nature of Business: Renewable Energy

ZOHO Subscription Obtained: **ZOHO DESK**



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## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

Empower New Energy, a renewable energy financier and co-developer, faces significant challenges in efficiently managing and tracking maintenance operations for clean power plants deployed across multiple African countries. These challenges impede their ability to ensure reliability, accountability, and performance for installed sites, impacting their mission to deliver clean, affordable, and reliable energy.

### **Key Issues and Challenges include:**

#### ✓ **Lack of Support Request Management:**

- No system to **ticket, document, and track** routine or preventative maintenance requests.
- Inefficiencies in identifying, prioritizing, and escalating maintenance issues.

#### ✓ **Coordination with 3rd-Party Contractors:**

- Difficulty monitoring **progress and accountability** of external contractors responsible for maintenance.
- Limited visibility into **performance metrics** and adherence to Service Level Agreements (**SLAs**).



## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

### ✓ **Data Fragmentation and Tracking:**

- Absence of a unified platform to **record, store, and analyze** maintenance history and support tickets.
- Challenges measuring downtime, response times, and preventive vs. reactive maintenance.

### ✓ **Geographical and Logistical Constraints:**

- Operating across multiple African countries introduces complexities in managing remote installations and service teams.
- Communication barriers exacerbate delays in resolution.

### ✓ **Scalability and Performance Monitoring:**

- The lack of an integrated solution limits scalability and hampers proactive maintenance.
- Inability to use **data insights** for decision-making, such as predicting failures or optimizing contractor performance.




## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

### Impact on Operations:

- Increased downtime and maintenance costs.
- Reduced site performance, leading to operational inefficiencies.
- Compromised ability to meet their vision of delivering **reliable renewable energy** to developing regions.



## CASE STUDY


# PROBLEM STATEMENT & KEY CHALLENGES

Without a system to document, track, and manage maintenance requests, we're left navigating chaos—critical issues fall through the cracks, contractors operate without accountability, and downtime at our sites goes unresolved for far too long. It's like trying to steer a ship without a compass, and it undermines our mission to deliver clean, reliable energy to communities that need it the most.



~ **George Ndubi, Operations & Asset Manager, EA**





## CASE STUDY

# PROPOSED ZOHOSOLUTION(S)

To address these challenges, implementing a comprehensive **ticketing and maintenance management system** became critical to streamline workflows, improve contractor accountability and ensure proactive maintenance for their renewable energy sites.

Mediacent Interactive, having meticulously analyzed the client's operational hurdles, proposed **ZOHO DESK** - a robust, scalable solution tailored to streamline maintenance management and contractor accountability.

Zoho Desk empowers organizations with intuitive tools to bring order to chaos, enabling precise tracking, efficient workflows and data-driven decision-making, all while ensuring seamless coordination across geographies.





# CASE STUDY

# PROPOSED ZOHOO SOLUTION(S)

**Key Features & Functionalities of Zoho Desk that would address ENE's challenges include but are not limited to:**

- ✓ **Ticketing System:** Centralizes maintenance requests, tracks progress, and ensures no issue is overlooked.
- ✓ **Workflow Automation:** Automates task assignments, escalations, and follow-ups for improved efficiency.
- ✓ **Contractor Management:** Monitors 3rd-party performance, SLAs, and accountability with transparent reporting.
- ✓ **Custom Dashboards & Analytics:** Provides real-time insights into downtime, issue resolution times, and maintenance trends.
- ✓ **Mobile Accessibility:** Enables on-the-go tracking and updates, ensuring visibility across remote sites.
- ✓ **Multi-Channel Support:** Streamlines communication with contractors and teams via email, SMS and more.
- ✓ **Knowledge Base Integration:** Standardizes maintenance processes with readily available SOPs and resources.

# CASE STUDY

# IMPLEMENTATION

## Discovery

The methodology starts with the discovery phase, where the company's requirements are gathered. This includes understanding the current business processes, and workflows, and identifying areas where the solution can be deployed to streamline operations

## Design

During the design phase, the methodology includes designing the solution to meet the specific needs of the organization. This includes configuring the solution products, customizing workflows, and integrating solution with other systems.

## Training

Once the solution is built, the methodology includes training users on how to use the solution. This includes conducting training sessions and providing ongoing support.

## Planning

Once the requirements are gathered, the methodology includes planning the deployment. This includes setting up a project team, defining roles and responsibilities, and creating a timeline for the deployment.

## Build

The build phase involves building the solution. This includes creating user accounts, migrating data, and configuring integrations. The methodology also includes conducting testing to ensure that everything is working as expected.

## Deployment

During the deployment phase, the solution is rolled out to the organization. The methodology includes monitoring the solution to ensure that everything is working as expected and making any necessary adjustments.



# CASE STUDY

# IMPLEMENTATION

## **Duration it took to implement the solution(s):**


The project took a total of 2 Months.

## **Bottlenecks, and how they were mitigated**

The project had not emerging bottlenecks and featured a smooth deployment end-to-end.

## **Additional services provided- e.g. migration, customization & integration**

ENE required migration of it's old support data from Excel to the new ZOHO DESK platform. This was effectively handled with correct mapping from old to new system.



## CASE STUDY

# RESULTS: BENEFITS & ROI

By adopting the **Zoho Desk solution**, Empower New Energy experienced a transformative shift toward operational efficiency, enhanced communication and data-driven decision-making. This centralized system empowered the client to overcome maintenance bottlenecks, optimize contractor performance and achieve their goals of delivering clean, reliable energy more effectively.

### Positive Impact on Empower New Energy included:

- ✓ **Centralized Data Management:** A single source of truth for maintenance requests, progress tracking, and performance analytics.
- ✓ **Improved Team Synergy:** Streamlined workflows foster better coordination between internal teams and contractors.
- ✓ **Faster Issue Resolution:** Automation reduces downtime, ensuring sites remain operational and productive.
- ✓ **Revenue Optimization:** Minimized disruptions lead to improved site performance and consistent energy delivery.



# CASE STUDY

# RESULTS: BENEFITS & ROI

- ✓ **Data-Driven Decisions:** Actionable insights allow for predictive maintenance, optimizing resource allocation.
- ✓ **Enhanced Contractor Accountability:** Transparent tracking of SLAs and deliverables improves third-party performance.
- ✓ **Boosted Client Satisfaction:** Reliable systems ensure timely service, reinforcing trust and long-term partnerships.
- ✓ **Scalable Operations:** The solution grows with the business, supporting expansion across multiple regions.
- ✓ **Client Team Onboarding & Training:** We believe ultimate success when it comes to systems is "not in implementation, but rather in adoption of the system". As such, Mediacent Interactive, through its mantra of "walking with the client team every step of the journey", provided thorough team training to relevant system users, ensuring they not only grasped, but became prolific in the use of the implemented solutions.

This strategic move will not only resolve current challenges but also position Empower New Energy for sustainable growth and operational excellence.

## CASE STUDY

## TESTIMONIAL

Since implementing Zoho Desk, we've achieved complete control over our maintenance operations. Every request is tracked, every contractor is accountable, and downtime has been significantly reduced. What once felt like chaos is now a seamless, data-driven process that empowers our team to deliver reliable energy to our sites across Africa. This solution has been a game-changer, enabling us to meet our objectives and scale with confidence.



- George Ndubi, Operations & Asset Manager, EA



# CALL TO ACTION (CTA)

## Join the #ZohoRevolution

Experience the transformative power of Zoho ERP with Mediacent Interactive, your trusted partner in seamless implementation, tailored solutions and reliable ongoing support.

Our proven track record of delivering success stories for businesses like yours speaks for itself. Don't just adapt—lead.

Let's revolutionize the way you work, together.

Your growth starts here!!



# THANK YOU...



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